# OIG Complaint Submission System (OIGCSS) Help File

*OIG Complaint Submission System (OIGCSS)*
*Office of the Inspector General*

**U.S. Small Business Administration**

February 2009

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I have carefully reviewed and accept the version of this document. This document has been completed in accordance with the requirements of the SBA System Development Methodology.

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| Name | February 2009 |
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## Revision History

| Version No. | Date | Revision Description |
|---|---|---|
| 1.0 | 02/2009 | Initial Release |
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| | | |
| | | |

Minor revisions can be made by the author. Otherwise, approval is required for all other changes made to this document. Version number for minor revisions is of the form ***n.m*** and ***n.0*** for major revisions.

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# 1.0 GENERAL INFORMATION

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# 1 GENERAL INFORMATION

## 1.1 System Overview

The Office of Inspector General (OIGCSS) currently receives, tracks, and responds to complaints of fraud, waste, mismanagement, and misconduct submitted by the general public and government employees via e-mail, phone, letter, and in person; it then stores this information in a Microsoft Access database. To standardize and improve the quantity/quality of the information provided, this new online OIG application provides the following features:

- Provides a single entry point for reporting complaints
- Standardizes the complaint data that is collected
- Conforms to SBA's look and feel standards
- Fulfills the new statutory requirement for an anonymous reporting link

OIGCSS is run, housed, maintained, and supported by OCIO.

## 1.2 Authorized Use Permission

This is a Federal computer system and is the property of the United States Government. It is for authorized use only. Users (authorized or unauthorized) have no explicit or implicit expectation of privacy in anything viewed, created, downloaded, or stored on this system, including e-mail, Internet, and Intranet use. Any or all uses of this system (including all peripheral devices and output media) and all files on this system may be intercepted, monitored, read, captured, recorded, disclosed, copied, audited, and/or inspected by authorized Small Business Administration (SBA) personnel, the Office of Inspector General (OIG), and/or other law enforcement personnel, as well as authorized officials of other agencies, both domestic and foreign. Unauthorized use of, or exceeding authorized access to, this system is prohibited and may constitute a violation of 18 U.S.C. § 1030 or other Federal laws and regulations and may result in criminal, civil, and/or administrative action. By using this system, users indicate awareness of, and consent to, these terms and conditions and acknowledge that there is no reasonable expectation of privacy in the access or use of this computer system.

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## 1.3 Points of Contact

### 1.3.1 Information

| Contact Name | Department/Division | Telephone Number | E-mail Address |
|---|---|---|---|
| Barbara S. Brown | OIGCSS (OCIO) | 703.487.9275 | Barbaras.brown@sba.gov |
| R. Austin Porter | OIGCSS/Database Team (OCIO) | 202.205.7166 | Raporter@sba.gov |

## 1.4 Terms and Abbreviations

OIG – Office of the Inspector General
OCIO – Office of the Chief Information Officer
OIGCSS – Office of Inspector General Complaint Submission System

**Project References**

- SBA Coldfusion Standards Document
- OISS Look and Feel
- OIGCSS complaint form
- OIG web page

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# 2.0 SYSTEM SUMMARY

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# 2 SYSTEM SUMMARY

## 2.1 System Configuration

The application is developed for use with a minimum browser of Microsoft IE 6.0 or a compatible browser. You must use high level encryption (128 bit) when configuring your browser. You must enable support for JavaScript and "cookies". In general, the font type is 9pt. Arial and stylesheets are used. The application is best viewed on a 1024 x 768 resolution screen. To avoid scrolling, use a minimum 15" screen.

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# 3.0 GETTING STARTED

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# 3 SBA OIG Complaint Submission Form

When you select the "OIG Complaint Submission System" (OIGCSS) hotlink from the SBA Office of Inspector General web page (http://www.sba.gov/ig/hotline.html), this is the first screen that displays:

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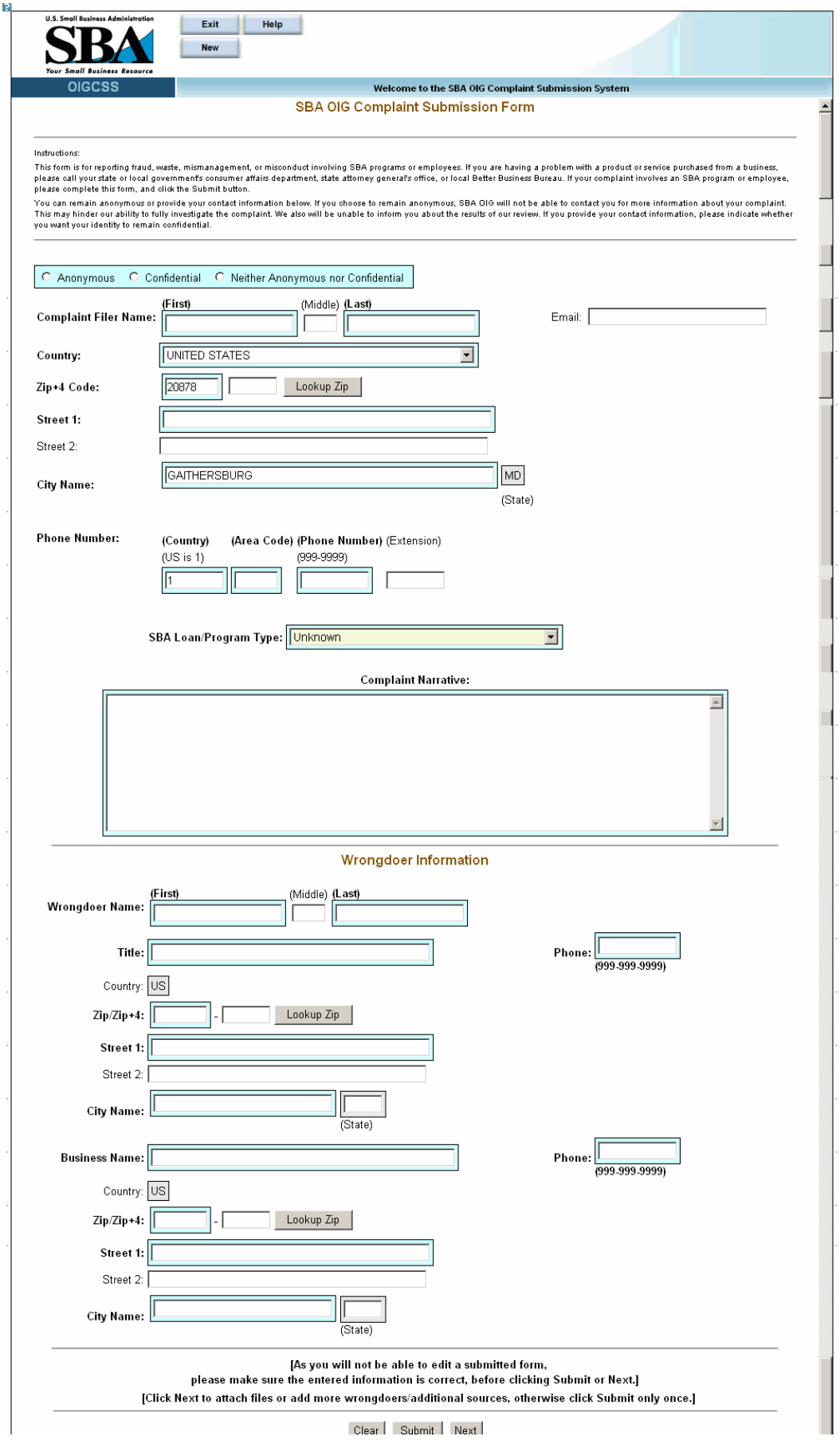
U.S. Small Business Administration
SBA
Your Small Business Resource
Exit
Help
New
OIGCSS
Welcome to the SBA OIG Complaint Submission System
SBA OIG Complaint Submission Form
Instructions:
This form is for reporting fraud, waste, mismanagement, or misconduct involving SBA programs or employees. If you are having a problem with a product or service purchased from a business, please call your state or local government's consumer affairs department, state attorney general's office, or local Better Business Bureau. If your complaint involves an SBA program or employee, please complete this form, and click the Submit button.
You can remain anonymous or provide your contact information below. If you choose to remain anonymous, SBA OIG will not be able to contact you for more information about your complaint. This may hinder our ability to fully investigate the complaint. We also will be unable to inform you about the results of our review. If you provide your contact information, please indicate whether you want your identity to remain confidential.
Anonymous
Confidential
Neither Anonymous nor Confidential
Complaint Filer Name:
(First)
(Middle)
(Last)
Email:
Country:
UNITED STATES
Zip+4 Code:
20878
Lookup Zip
Street 1:
Street 2:
City Name:
GAITHERSBURG
MD
(State)
Phone Number:
(Country)
(US is 1)
(Area Code)
(Phone Number)
(999-9999)
(Extension)
1
SBA Loan/Program Type:
Unknown
Complaint Narrative:
Wrongdoer Information
Wrongdoer Name:
(First)
(Middle)
(Last)
Title:
Phone:
(999-999-9999)
Country:
US
Zip/Zip+4:
Lookup Zip
Street 1:
Street 2:
City Name:
(State)
Business Name:
Phone:
(999-999-9999)
Country:
US
Zip/Zip+4:
Lookup Zip
Street 1:
Street 2:
City Name:
(State)
[As you will not be able to edit a submitted form,
please make sure the entered information is correct, before clicking Submit or Next.]
[Click Next to attach files or add more wrongdoers/additional sources, otherwise click Submit only once.]
Clear
Submit
Next

**Definition of Terms on OIG Complaint Submission Form Screen**

1. **Anonymous, Confidential, Neither Anonymous nor Confidential** – Select the appropriate radio button to designate how the complaint will be processed.
2. **Complaint Filer Name –** Enter the first, middle initial (if applicable), and the last name of the person who is filing the complaint.
3. Email – Enter the email of the person who is filing the complaint.
4. **Country** – Use the drop-down list to select the country where the complainant resides.
5. State/Province – This field only displays if a country other than the United States is selected in the "Country" drop-down list.
6. **Zip+4 Code** – Enter the state zip + 4 code, then select the

pushbutton to automatically populate the "City Name" and "State" fields. **Note**: the "Zip+4 Code" field will read "Postal Code" if a country other than the United States is selected in the "Country" drop-down list.
6. **Street 1** – Enter the first line of the street address.
7. Street 2 – Enter the second line of the street address.
8. **City Name** – Enter the name of the city. If you selected the

pushbutton, this field will already display the city name.
9. State – The abbreviation of the state displays in this view-only field. **Note**: this field only appears if the United States is selected in the "Country" drop-down list.
10. **Phone Number** – Enter the phone number, including the country code and area code.
11. **SBA Loan/Program Type** – Use the drop-down list to select the SBA loan program that is concerned (e.g., "Business Counseling and Training", "Business Loans", "Disaster Loans", etc.)
12. **Complaint Narrative** – Enter supporting comments that detail the complaint.

**Wrongdoer Information**

1. **Wrongdoer Name –** Enter the first, middle initial (if applicable), and the last name of the wrongdoer.
2. **Title** – Enter the wrongdoer's title.
3. **Phone** – Enter the phone number, including the area code.
4. **Country** – This view-only field displays "US".
5. **Zip+4 Code** – Enter the state zip + 4 code, then select the

pushbutton to automatically populate the "City Name" and "State" fields.
6. **Street 1** – Enter the first line of the street address.
7. Street 2 – Enter the second line of the street address.
8. **City Name** – Enter the name of the city. If you selected the

pushbutton, this field will already display the city name.
9. State – The abbreviation of the state displays in this view-only field.
10. **Business Name** – Enter the wrongdoer's business name.
11. **Phone** – Enter the wrongdoer's business phone number, including the area code.
12. Country – This view-only field displays "US".

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13. **Zip+4 Code** – Enter the state zip + 4 code, then select the Lookup Zip pushbutton to automatically populate the "City Name" and "State" fields.
14. **Street 1** – Enter the first line of the street address.
15. Street 2 – Enter the second line of the street address.
16. **City Name** – Enter the name of the city. If you selected the Lookup Zip pushbutton, this field will already display the city name.
17. State – The abbreviation of the state displays in this view-only field.

Click on the Clear pushbutton to clear all fields of inputted values.

Click on the Submit pushbutton to submit the complaint. [Use this pushbutton if you do not need to add additional wrongdoer(s), additional information source(s), or attach any files]. After clicking on this pushbutton, the system will return the following message:

Click on the Next pushbutton to add additional wrongdoer(s), add additional information source(s), and/or attach any files**.**

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## 3.1 Result of Clicking "Next" on a Complaint

The system returns the screen depicted below when Next is selected.

All fields in this screen are read-only. Only the pushbuttons are operable.

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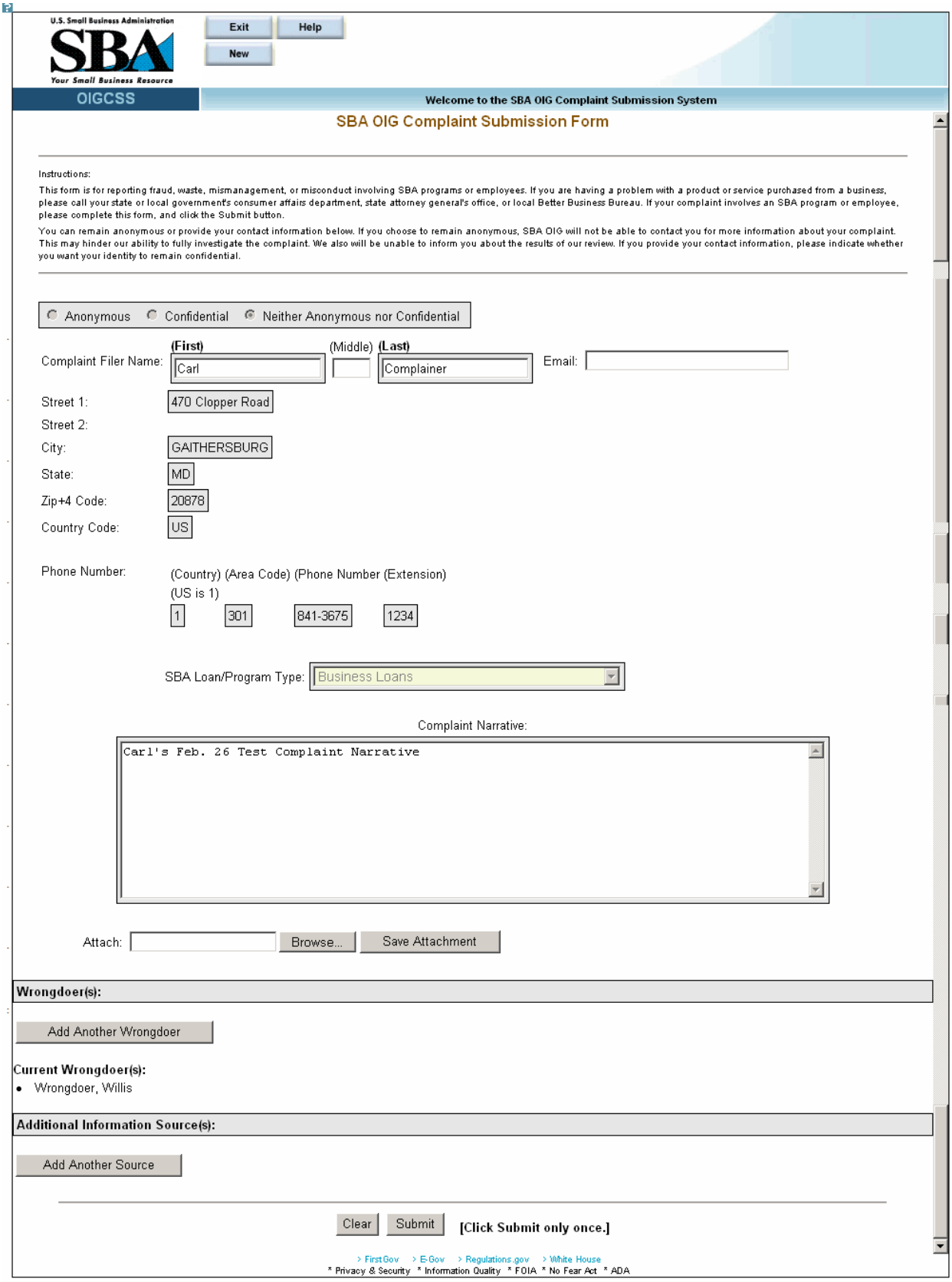
U.S. Small Business Administration
SBA
Your Small Business Resource
Exit
Help
New
OIGCSS
Welcome to the SBA OIG Complaint Submission System
SBA OIG Complaint Submission Form
Instructions:
This form is for reporting fraud, waste, mismanagement, or misconduct involving SBA programs or employees. If you are having a problem with a product or service purchased from a business, please call your state or local government's consumer affairs department, state attorney general's office, or local Better Business Bureau. If your complaint involves an SBA program or employee, please complete this form, and click the Submit button.
You can remain anonymous or provide your contact information below. If you choose to remain anonymous, SBA OIG will not be able to contact you for more information about your complaint. This may hinder our ability to fully investigate the complaint. We also will be unable to inform you about the results of our review. If you provide your contact information, please indicate whether you want your identity to remain confidential.
Anonymous
Confidential
Neither Anonymous nor Confidential
Complaint Filer Name:
(First)
Carl
(Middle)
(Last)
Complainer
Email:
Street 1:
470 Clopper Road
Street 2:
City:
GAITHERSBURG
State:
MD
Zip+4 Code:
20878
Country Code:
US
Phone Number:
(Country) (Area Code) (Phone Number (Extension)
(US is 1)
1
301
841-3675
1234
SBA Loan/Program Type:
Business Loans
Complaint Narrative:
Carl's Feb. 26 Test Complaint Narrative
Attach:
Browse...
Save Attachment
Wrongdoer(s):
Add Another Wrongdoer
Current Wrongdoer(s):
Wrongdoer, Willis
Additional Information Source(s):
Add Another Source
Clear
Submit
[Click Submit only once.]
> FirstGov > E-Gov > Regulations.gov > White House
* Privacy & Security * Information Quality * FOIA * No Fear Act * ADA

**Definition of Terms on (Saved) OIG Complaint Submission Form**

1. Browse... – Use this pushbutton to locate a file located on your C: drive.
2. Save Attachment – Use this pushbutton to save the file attachment. Once you have done this the system will return the message displayed below:

   Attached file successfully

3. Add Another Wrongdoer – Use this pushbutton to access the ***Add Wrongdoer*** screen where you can add more wrongdoer(s).
4. Add Another Source – Use this pushbutton to access the ***Add Additional Information Source*** screen where you can add more information

The system will return the message below when the Submit pushbutton is selected.

Your complaint has been successfully saved and reported to the SBA.

Your Complaint ID is 20090014. Please save this number and use it for future contact with the SBA OIG.

OIG Complaint Phone Number: 1-800-767-0385
OIG E-Mail Address: OIGHotline@sba.gov

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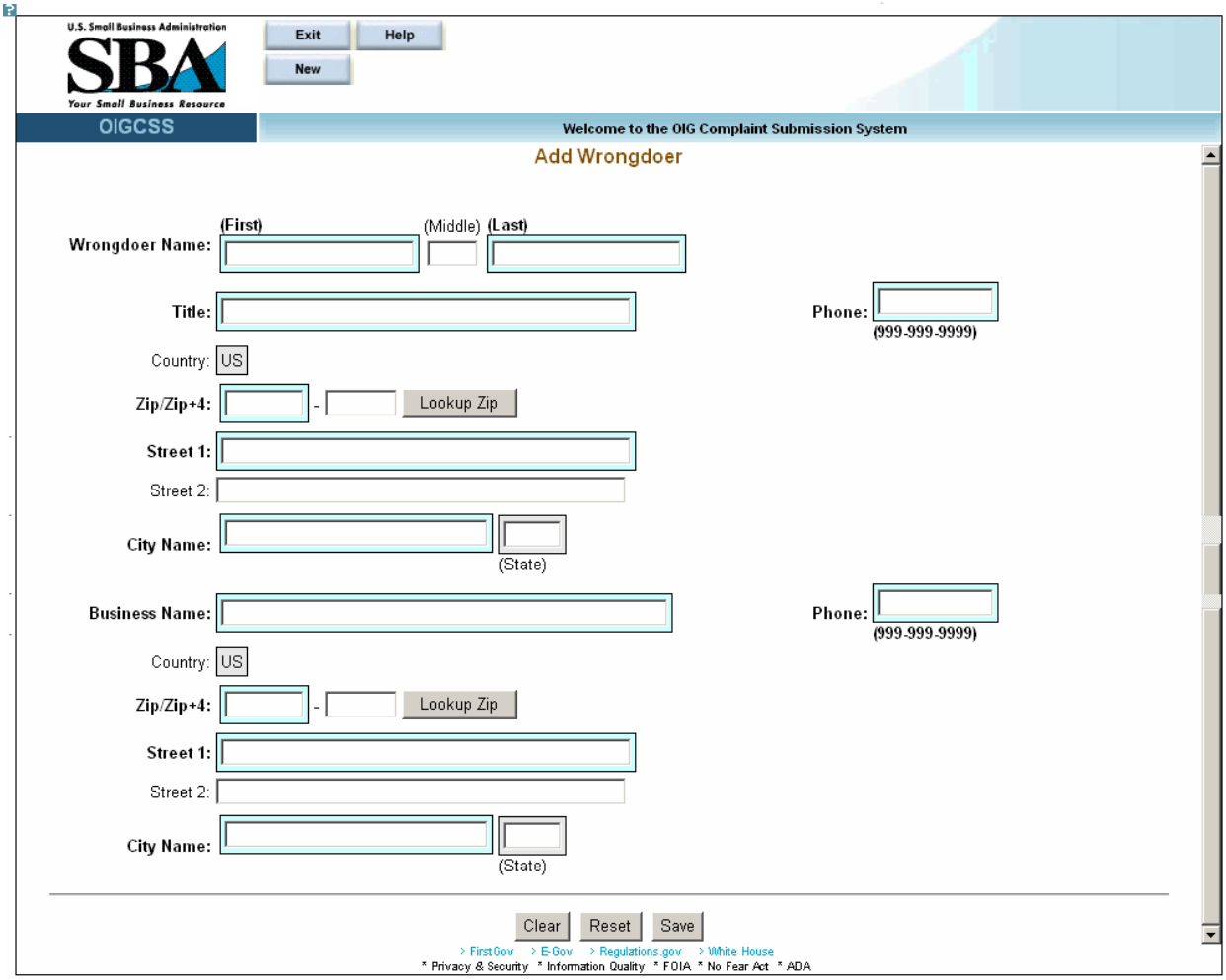
## 3.2 Add Wrongdoer

Use the ***Add Wrongdoer*** screen to add additional wrongdoer(s) to the original complaint.

This screen is accessed by clicking on the Add Another Wrongdoer pushbutton from the ***OIG Complaint Submission Form*** screen.




**Definition of Terms on Add Wrongdoer Screen**

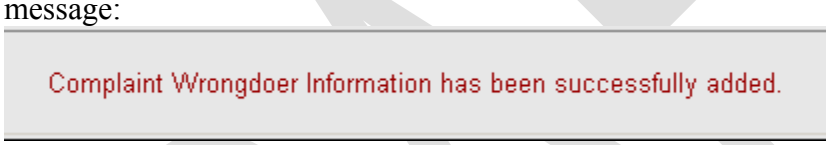
1. **Wrongdoer Name –** Enter the first, middle initial (if applicable), and the last name of the wrongdoer.
2. **Title** – Enter the wrongdoer's title.
3. **Phone** – Enter the phone number, including the area code.
4. **Country** – This view-only field displays "US".
5. **Zip+4 Code** – Enter the state zip + 4 code, then select the Lookup Zip pushbutton to automatically populate the "City Name" and "State" fields.
6. **Street 1** – Enter the first line of the street address.
7. Street 2 – Enter the second line of the street address.
8. **City Name** – Enter the name of the city. If you selected the Lookup Zip pushbutton, this field will already display the city name.

9. State – The abbreviation of the state displays in this view-only field.
10. **Business Name** – Enter the wrongdoer's business name.
11. **Phone Number** – Enter the wrongdoer's business phone number, including the area code.
12. Country – This view-only field displays "US".
13. **Zip+4 Code** – Enter the state zip + 4 code, then select the Lookup Zip pushbutton to automatically populate the "City Name" and "State" fields.
14. **Street 1** – Enter the first line of the street address.
15. Street 2 – Enter the second line of the street address.
16. **City Name** – Enter the name of the city. If you selected the Lookup Zip pushbutton, this field will already display the city name.
17. State – The abbreviation of the state displays in this view-only field.

Click on the Clear pushbutton to clear all fields of inputted values.

Click on the Reset pushbutton to reset all the fields to their original values.

Click on the Save pushbutton to save the information entered and return to the OIG Complaint Submission Form screen. The system will return the following message:

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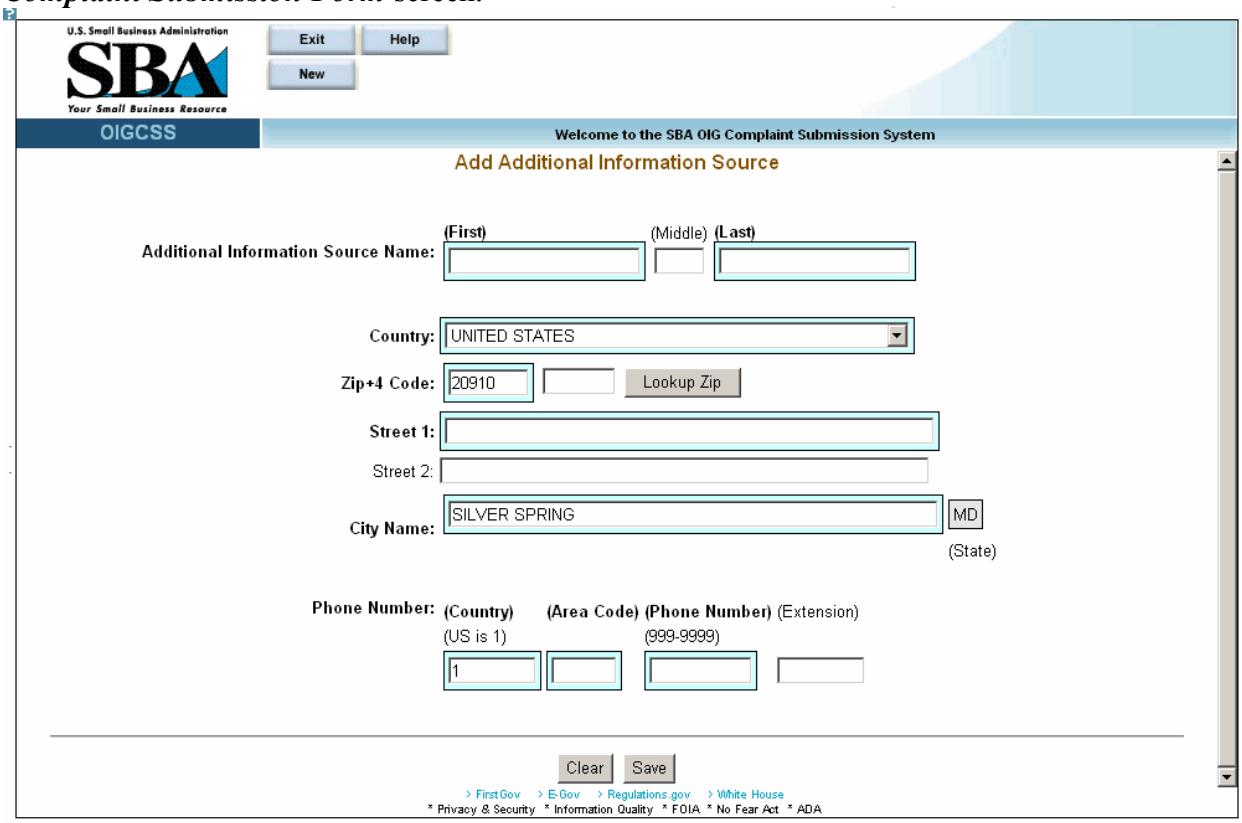
## 3.3 Add Additional Information Source

Use the ***Add Additional Information Source*** screen to add additional sources of information to the original complaint.

This screen is accessed by clicking on the Add Another Source pushbutton from the ***OIG Complaint Submission Form*** screen.




### Definition of Terms on Add Additional Information Source Screen

1. **Additional Information Source Name –** Enter the first, middle initial (if applicable), and the last name of the additional information source.
2. **Country** – This view-only field displays "US".
3. **Zip+4 Code** – Enter the state zip + 4 code, then select the Lookup Zip pushbutton to automatically populate the "City Name" and "State" fields.
6. **Street 1** – Enter the first line of the street address.
7. Street 2 – Enter the second line of the street address.
8. **City Name** – Enter the name of the city. If you selected the Lookup Zip pushbutton, this field will already display the city name.
9. State – The abbreviation of the state displays in this view-only field.
10. **Phone Number** – Enter the wrongdoer's business phone number, including the area code.

Click on the Clear pushbutton to clear all fields of inputted values.

Click on the Reset pushbutton to reset all the fields to their original values.

Click on the Save pushbutton to save the information entered and return to the ***Edit OIG Complaint*** **Screen;** the system will return the following message:

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